

Guide to  
North Dakota Medicaid

# **PRIMARY CARE PROVIDER PROGRAM**



**North Dakota Department of Human Services — Medical Services Division**

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# INFORMATION ON THE PRIMARY CARE PROVIDER PROGRAM

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Did you know that a strong doctor-patient relationship is good for your health? Now you can have your own personal doctor, someone who knows you and your health history and understands your health care needs. The Medicaid Primary Care Provider Program makes this possible.

The basic feature of the primary care provider program is to have a single medical professional to provide your primary care. When you are feeling ill or need to schedule an annual exam, call your doctor's office. Your doctor will provide health care services. He or she will also refer you, if needed, to other doctors who specialize in specific health issues.

Services that are paid by Medicaid and that require a referral from your primary care provider are explained on pages 10-11 of this booklet. There are many covered services, and while some services require you to get a referral before receiving the services, many services require no referral.

This guide explains the services which are covered under the Medicaid Primary Care Provider Program. It also explains your

responsibilities as a participant in the Primary Care Provider Program and provides answers to commonly asked questions. PLEASE KEEP THIS BOOKLET AS A RESOURCE.

## **Interpretation Services**

Oral interpretation services available free of charge, at your county social service agency, clinics, physician's office, and hospitals. Go to these agencies or medical care providers to better understand Medicaid services in your language.

## **Enrollee Satisfaction**

A 2002 enrollee satisfaction survey reported:

- 75.7% are satisfied overall with the Medicaid program
- 85.2% were satisfied overall with their doctor, nurse, or clinic.
- Of those enrollees surveyed and responding they had received a referral for specialty care, 81% reported having no problems.

If you have questions, please contact your county social service office (see page 14) or the North Dakota Medicaid Office at (800) 755-2604.

# ENROLLMENT

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The Services Area for the primary care provider program is the entire state of North Dakota. This means that if you live in the state and fall into one of the below eligible categories, you must select a primary care provider. Your county social service office will inform you that you need to select a primary care provider.

If you are Medicaid eligible by one of the following, you must select a primary care provider:

- Categorically needy. This includes Family Coverage Group, and Transitional (extended) Medicaid
- Optionally Categorically Needy. This includes the Medically Needy nonexempt
- Poverty Level. Includes Pregnant women, Children to age 6, and Children ages 6 to 19.

If you are Medicaid eligible by one of the following, you do not select a primary care provider:

- Enrollees under age 19 with special needs that are eligible for SSI, or eligible under section 1902(e)(3) of the Act or eligible under a maternal child Health Services Block Grant.
- Enrollees enrolled in Medicare
- Individuals residing in nursing facility
- Individuals residing in an ICF/MR
- Enrollees receiving home and community based services
- Disabled enrollees
- Blind enrollees
- Aged enrollees
- Residents of the State Hospital
- Enrollees receiving foster care, IV-E and non IV-E
- Enrollees receiving adoption assistance, IV-E and non IV-E
- Enrollees receiving refugee assistance
- Enrollees having a retroactive eligibility period
- Enrollees in non IV-E tribal foster care

# CHOOSING A PRIMARY CARE PROVIDER

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## Selecting your primary care provider:

When you apply for Medicaid in your county social service office, you must select a primary care provider for each eligible member of your family. **If you do not choose a primary care provider, you will be responsible for the cost of medical services.**

A primary care provider may be a doctor who specializes in:

- Family Practice / General Practice
- Internal Medicine
- Pediatrics

You may also select a Rural Health Clinic, Federally Qualified Health Center, or an Indian Health Services Clinic as your primary care provider.

You must choose a provider who works in your community. If a primary care provider is not available in your community, you should select one in your county or in the surrounding area where you live. The primary care provider you choose could be a health care professional who has cared for you or your family before or who meets your current health needs.

If you need help choosing a primary care provider, a county eligibility worker can give you a list of providers in your community, county, or area. An eligibility worker can only give you information. You are responsible for choosing a primary care provider.

## Changing your primary care provider:

You have the right to request a change or transfer your PCP selection. You must submit your request either in person or in writing to your county social service agency.

You may request a change:

- Any time during the first ninety days;
- Every six months; or
- If they have good cause. Good cause reasons include if you relocated, if you have a significant changes in your health that requires a primary care provider with a different specialty, if the primary care provider relocates, if the primary care provider refuses to act or continue to act as your primary care provider, at your redetermination of Medicaid eligibility, or to change to a managed care organization.

When a good cause request is made, your county eligibility worker will determine if good cause exists and document the reason and decision. You will be sent a letter informing you of the approved change or denial. Voluntary disenrollment from a PCP is effective the day the request is received.

You should contact the provider that you want as your primary care provider to make sure the provider is accepting new patients. If you need a provider that speaks a non-English language, you should also contact the provider you want as your primary care provider.

You should always try to see your primary care provider first for your health care needs. If your primary care provider is not available or you cannot wait until he or she is available, you may see a colleague or an assistant of your primary care provider **But remember**, if you need a referral for specialty care, the referral must come from your primary care provider.

# COPAYMENTS

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Under the North Dakota Primary Care Provider Program, you may have to pay part of the cost of your health care. The amount you are responsible for paying is called a copayment. Each time you receive one of the following services, you may have to pay a copayment (*NOTE the exceptions below*). Ask the clinic or hospital if they require you to pay the copayment at the time you receive the service.

## *Copayment Amounts*

\$1 for spinal manipulation received during a chiropractic appointment

\$1 for each outpatient radiology service

\$1 for each outpatient lab service

\$1 for each outpatient speech therapy visit

\$2 for each office visit. This includes all Medical Doctors, Nurse Practitioners and Physician Assistant Certified

\$2 for each dental clinic appointment

\$2 for each outpatient physical therapy visit

\$2 for each outpatient occupational therapy visit

\$2 for each optometry appointment

\$2 for each outpatient psychological appointment

\$2 for each outpatient hearing test visit

\$3 for each hearing aid supplied

\$3 for each clinic appointment to a Rural Health Clinic or Federally Qualified Health Center

\$3 for each Podiatry office appointment

\$3 for Brand name prescription drugs

\$6 for each emergency room visits that are not emergencies

\$75 for each inpatient hospital stay

# EXCEPTIONS TO COPAYMENTS

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You **do not** have to pay the copayment amount if:

- You use a generic prescription drug rather than a brand name prescription drug; or
- You are living in a nursing home facility, swing bed facility, the State Hospital; or
- You are younger than 21 years of age; or
- You are pregnant and have verified your pregnancy to your eligibility worker; or
- It is an emergency; or
- It is for family planning clinic services

# REFERRALS

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## In North Dakota

If you need specialty services, your primary care provider will authorize (refer) you to see another doctor, hospital, laboratory, or other health care provider. **Before** you receive specialty services, you **must** receive a referral from your primary care provider. Your primary care provider's office may be able to help you make an appointment with the specialist.

**Emergency medical services and family planning services do not require a referral from your primary care provider. Emergency care is covered, if it is for medical conditions which most non-medical people think of as life-threatening, or which could cause death or severe, permanent damage or injury to a person or unborn baby if not treated immediately.**

## Out-of-state

If you need specialty care from a provider in another state, see your primary care provider. First, he or she will determine if you need care or services that cannot be provided in North Dakota. You will first be sent to a specialist in North Dakota. The North Dakota specialist will recommend to your primary care provider and to North Dakota Medicaid if you need to be referred to an out-of-state provider. Your primary care provider and specialist must submit a written request to North Dakota Medicaid that includes medical and other information. North Dakota Medicaid will approve or deny the out-of-state referral based on medical need and if the services are available in the state.

# FAIR HEARINGS

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**If you do not agree with a decision made regarding your care, you have the right to ask for a fair hearing.** This request must be in writing and must be made within 30 days of the decision about your care. Contact your eligibility worker for specific information on how to request a fair hearing.



# EMERGENCY CARE

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You have the right to use any hospital for an emergency medical condition. If you need emergency care, go immediately to the nearest hospital emergency room. If possible, you should contact your primary care provider for advice on your medical condition. In almost all areas of the state, you can call 911 to help you with your emergency. In the very few areas of the state where 911 is not available, you should call your primary care provider or nearest medical facility.

You do not need a referral or prior authorization for an emergency medical condition.

If you can, you should let the emergency room staff know the name of your primary care provider. The emergency room staff can contact your primary care provider for relevant health information in order to help the emergency room doctor care for you. **If you need care after an emergency, contact your primary care provider to schedule an appointment with him or her. If necessary, your primary care provider will refer you for care after an emergency with a specialist.**

## Emergency care and the need to evaluate or stabilize an emergency

An emergency medical condition is a medical condition of recent onset and severity, including severe pain, that would lead a prudent layperson acting reasonably and possessing an average knowledge of health and medicine to believe that the absence of immediate medical attention could reasonably be expected to result in serious impairment to bodily function, serious dysfunction of any bodily organ or part, or would place the person's health, or with respect to a pregnant woman the health of the woman or her unborn child, in serious jeopardy.

Post-stabilization care services means covered services, related to an emergency medical condition, that are provided after an enrollee is stabilized in order to maintain the stabilized condition, or to improve or resolve the enrollee's condition.

Medicaid will pay for ambulance services if it is a medical emergency. You will be responsible for the cost of non-emergency ambulance services.

# SERVICE LIMITS

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Beginning January 1, 2004, the following limits apply to all Medicaid recipients, with exceptions noted.

- Physician visits ~ 12 per year;
- Chiropractic manipulation visits ~ 12 per year;
- Chiropractic x-rays ~ 2 per year;
- Occupational Therapy Evaluation ~ 1 per year (code 97003 or 97004)
- Occupational therapy ~ 20 visits per year; (*applies to services delivered in a clinic or outpatient hospital setting. This limit does not apply to school-based services for children.*)
- Psychological Evaluation ~ 1 per year (code 90001 or 90802)
- Psychological therapy visits ~ 40 per year;
- Psychological testing - four units (hours) per year (any combination of codes: 96100 through 96117)
- Speech therapy visits ~ 20 visits per year; (*applies to services delivered in a clinic or outpatient hospital setting. This limit does not apply to school-based services for children.*)
- Speech evaluation ~ 1 per year (code 92506)
- Physical therapy evaluation ~ 1 per year (codes 97001 and 97002)
- Physical therapy visits ~ 15 per year (*applies to services delivered in a clinic or outpatient hospital setting. This limit does not apply to school-based services for children.*)
- Eyeglasses for Individuals 21 and older ~ once every 3 years;
- Eye exams for Individuals 21 and older ~ once every 3 years;

Authorization in excess of the above limits may be granted by the Medicaid Utilization staff when medically necessary.

# RIGHTS & RESPONSIBILITIES

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## **Your responsibilities as a North Dakota Medicaid participant include:**

1. Following North Dakota Medicaid's procedures and policies;
2. Calling your primary care provider for medical services;
3. Keeping your medical appointments and calling your primary care provider if you cannot make it to the appointment;
4. Carrying your North Dakota Medicaid ID Card with you and showing it when you receive health care services;
5. Contacting your eligibility worker about any changes in your case or if you have questions.
6. Using the emergency room for emergency care ONLY. It is a good idea to call your primary care provider for advice or a referral before you go to the emergency room. Emergency care is covered, if it is for a medical emergency.

You could be responsible for paying for non-emergency services received in a hospital emergency room.

## **Your rights as an enrollee in the Primary Care Provider program include:**

- Receive information and instructional materials and the right to request additional information and material.
- Be treated with respect and with due consideration for your dignity and privacy.
- Receive information on available treatment options and alternatives, in a manner appropriate to your condition and ability to understand.
- Participate in decisions regarding your health care, including the right to refuse treatment.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.
- Request and receive a copy of his or her medical records, and request that they be amended or corrected.

## **To help your Primary Care Provider give you the best health care possible:**

1. Tell your doctor about your medical problems;
2. Help your doctor get your past medical records;
3. Call ahead for appointments whenever possible;
4. Keep your appointments and be on time.  
*Call your primary care provider's office if you are going to be late or can't keep your appointment;*
5. Treat your doctor with respect

# COVERAGE OF SERVICES & REFERRAL REQUIREMENTS

Service	Covered by North Dakota Medicaid		Requires Referral from Primary Care Provider	
Acupuncture		No		
Ambulance Services for Emergencies	Yes			No
Ambulatory Surgical Services ( <i>Outpatient surgery</i> )	Yes		Yes	
Chemical Dependency Services performed by Psychiatrists or Psychologists ( <i>Drug and alcohol abuse treatment</i> )	Yes			No
Chiropractor ( <i>Spinal manipulation and x-rays of the spine</i> )	Yes			No
Cosmetic Surgery		No		
Dental Services, Routine	Yes			No
Durable Medical Equipment ( <i>Wheelchairs, etc.</i> )	Yes		Yes	
Emergency Services	Yes			No
Emergency Service/follow-up	Yes		Yes	
Experimental Services and Procedures		No		
Family Planning Services	Yes			No
<b>Health Tracks</b> well-baby and childhood health screening services performed by Public Health Agencies, Head Start, or your Primary Care Provider	Yes			No
Hearing Services ( <i>Audiology</i> )	Yes		Yes	
Home Health Care	Yes		Yes	
Home/Community Based Services	Yes			No
Hospice	Yes		Yes	
Hospital Services, Inpatient	Yes		Yes	
Hospital Services, Outpatient	Yes		Yes	
Immunizations	Yes			No
In-vitro Fertilization & Embryo Transplantation or Implantation ( <i>Fertility Treatments</i> )		No		
Independent Lab, X-ray, and Radiology Services	Yes			No
Massage Therapy ( <i>by an independent therapist</i> )		No		
Mental Health Services ( <i>Including psychiatric, psychological, <u>and</u> clinical services from the Regional Human Service Centers</i> )	Yes			No

# COVERAGE OF SERVICES & REFERRAL REQUIREMENTS

Service	Covered by North Dakota Medicaid		Requires Referral from Primary Care Provider	
	Yes	No	Yes	No
Mid-level Practitioner Services provided in the same clinic as the PCP <i>(Includes family and pediatric nurse practitioners, and certified nurse midwives)</i>	Yes			No
Nursing Facilities and Swing Bed Services <i>(sub-acute)</i>	Yes			No
Nutritional Services	Yes		Yes	
Obstetric and Gynecologic Services <i>(Provided by an OB/GYN Specialist)</i>	Yes			No
Occupational Therapy	Yes		Yes	
Ophthalmology Services <i>(Provided by a MD specializing in eye care)</i>	Yes			No
Optometry Services <i>(Vision testing and prescriptions for glasses; under 21 years of age and younger - 1 exam &amp; 1 set of glasses per year; age 21 and older - 1 exam &amp; 1 set of glasses every 3 years)</i>	Yes			No
Oral surgery <i>(referral from PCP, orthodontist, or dentist)</i>	Yes		Yes	
Orthodontic services provided only through referral from <i>Health Tracks</i> program <i>(formerly ESPDT)</i>	Yes			No
Physical Therapy	Yes		Yes	
Physician Services	Yes		Yes	
Podiatry Services <i>(Foot care)</i>	Yes			No
Prescription Drugs	Yes			No
Private Duty Nursing Services	Yes		Yes	
Prosthetic Devices <i>(Artificial limbs and braces)</i>	Yes			No
Public Health Unit Services	Yes			No
Reconstructive Surgery <i>(Prior approval required)</i>	Yes		Yes	
Reversal of Sterilization		No		
Speech Therapy Services	Yes		Yes	
Transplant Services	Yes		Yes	
Transportation to medical appointments <i>(Non-emergency non-ambulance)</i>	Yes			No
Workers Compensation Services		No		
If you need counseling or referral service which are not covered because of moral or religious objections, contact your social service agency or the state Medicaid agency for assistance.				

# QUESTIONS & ANSWERS

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- **How do I receive medical care?**

First select a primary care provider. Call your primary care provider and make an appointment if you need medical care. If you cannot keep an appointment, call your primary care provider immediately.

**If you need emergency services, go to the nearest hospital.** You do not need to contact your primary care provider in an emergency. **If you need follow-up care (example: stitches removed), call your primary care provider to schedule an appointment.** If medically appropriate, your doctor may refer you for follow-up care.

- **How do I use my Medicaid Identification (ID) Card?**

Show your Medicaid ID Card every time you receive health care services or have a prescription filled or refilled. Because emergencies can happen at any time, you should carry your North Dakota Medicaid ID Card with you at all times.

- **When does a newborn baby need a primary care provider?**

You must choose a primary care provider for your baby and notify your eligibility worker no later than 48 hours (2 days) after your baby's birth.

- **What happens if I need medical care when I'm away from home?**

**If you need emergency services, go to the nearest hospital.** Otherwise, you should call a doctor's office or clinic and explain the problem. If you must seek medical services when you are away from home, show your Medicaid ID Card and tell the doctor the name of your primary care provider. In order for North Dakota Medicaid to assist in paying for the services, that doctor's office should contact your primary care provider to arrange for a referral. It is a good idea to verify that the doctor has contacted your primary care provider.

- **What if I have other health insurance in addition to Medicaid?**

Your other health insurance is the first source of payment. The doctor, clinic, or hospital must bill your insurance first, before billing Medicaid. You are responsible for reporting insurance to your eligibility worker and the doctor, clinic, or hospital where you receive medical care.

- **Should my Medicaid primary care provider and my primary care provider under my other insurance be the same person?**

Yes you should select the same doctor. Medicaid requires that you follow your private insurance company's guidelines first.

# QUESTIONS & ANSWERS

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- **What if I receive a bill for services I thought were covered by Medicaid?**

First you should contact the doctor's office, clinic, hospital, or other provider. Ask them to explain exactly which services you are being billed for. Did you forget to pay a copayment, or are you responsible for part of this bill because of your recipient liability? If the charges are for services you received without a referral from your primary care provider, or for services not covered by North Dakota Medicaid, you will be responsible for the bill. Information about coverage of services appears on pages 10-12 in this booklet. If you still have questions about your bill, contact your eligibility worker and explain the situation.

- **Does Medicaid pay for transportation to my doctor's office?**

Transportation problems should not keep people from receiving medical care. If possible, ask family members, friends, or volunteers for a ride, or use other free transportation services to get to your medical appointments. When free rides are not available, transportation may be approved by county social service agencies. If you have questions, contact your eligibility worker.

- **What prescription drugs, and medical equipment and supplies are covered by Medicaid?**

Most prescription drugs, family planning products (*example: birth control pills*), and medical equipment and supplies prescribed by a primary care provider are covered by Medicaid. If in doubt, ask your pharmacist. Don't forget to show your Medicaid ID Card when you have a prescription filled.

- **Are drugs to help me stop smoking covered by Medicaid?**

Yes, the drug Zyban used with nicotine patches is covered by Medicaid for up to two 90 day periods with prior approval. There is a lifetime limit of two 90 day periods. Nicorette gum is also covered with a lifetime benefit of twelve boxes. For Medicaid to cover these items, they must be prescribed by your primary care provider.

- **I have CHAMPUS. Do I need to use only CHAMPUS providers?**

You must follow the requirements of the CHAMPUS Plan.

- **Whom do I contact if I have questions?**

If you have questions, please contact your eligibility worker or the North Dakota Medicaid Office at (800) 755-2604.

# OTHER SERVICES

Offered by the North Dakota Department of Human Services

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## Children's Special Health Services

*Services:* Children's Special Health Services (CSHS) may help pay for diagnostic services to identify children with disabilities or chronic conditions. This division may also help pay for treatment if a child has an eligible condition and meets financial guidelines. Staff also assist with care coordination and provide information and referral services.

*Intended for:* This program serves children (birth through age 21) with certain disabilities or chronic conditions and their families. Cerebral palsy, cleft lip and palate, diabetes, hearing loss, heart conditions, scoliosis, and spina bifida are just a few of the many qualifying medical conditions.

*For information:* Contact the local county social services office or call (701) 328-2436 or 1-800-755-2714, TTY: 1-800-366-6888.

## Healthy Steps – North Dakota's Children's Health Insurance Program

*Services:* This health insurance plan is intended to provide insurance for uninsured eligible children from working families in North Dakota. Covered services include inpatient and outpatient services, clinic services, psychiatric and substance abuse services, prescription medications, routine preventive services such as shots and well-baby check-ups, preventive dental and vision services, and prenatal services.

*Intended for:* A child may be eligible if he or she is 18 years or younger, is not covered by health insurance, does not qualify for Medicaid, is a North Dakota resident or qualified non-resident, and lives in a family whose income after subtracting child care costs and payroll taxes is at or below 140% of poverty. (ANNUAL Net Income Examples: 2-person family – \$15,484; 3-person family – \$18,432; 4-person family – \$23,380.)

*For information:* Call 1-800-755-2604.

## Health Tracks (formerly EPSDT)

*Services:* This is a health program that can pay for counseling, hearing and vision care, developmental tests, shots and lab tests, medicine, dental care, and specialists. Health Tracks services are available in every county in North Dakota.

*Intended for:* Health Tracks serves children (birth through age 21) who fit the eligibility criteria for North Dakota Medicaid.

*For information:* Call 1-800-755-2604.

## Targeted Case Management

*Intended for:* This program is for pregnant women who are eligible for the North Dakota Medicaid Program and their babies (up to 6 months of age).

*Services:* A case manager will help arrange appointments for medical care; help link participants to other services like prenatal education, parenting resources, job training, transportation, and financial assistance; help plan for baby's in-home needs (*i.e. arranging for home visits by a nurse, help selecting child care, finding baby clothes, etc.*)

*For information:* Call 1-800-755-2604.

## Partnership Program – Mental Health Services for Children & Youth

*Services:* The Partnership Program involves families, the schools, juvenile services, and others. Working together, these partners develop a plan to meet individual and family needs. The services offered are flexible and vary with needs.

*Intended for:* The program serves children and youth who have a serious emotional disturbance such as depression, schizophrenia, bi-polar disorder, etc.; who are experiencing difficulty at home, in school, or in the community; and who are at risk of out-of-home placement.

*For information:* Call the ND Department of Human Services' Human Service Center nearest you. (Human Service Centers are located in Bismarck, Devils Lake, Dickinson, Fargo, Grand Forks, Jamestown, Minot, and Williston.)



# OTHER SERVICES

## Human Service Centers

### Services:

- Alcohol and drug abuse services including assessment, treatment and aftercare;
- Counseling for individuals and families;
- Developmental disabilities services;
- Intensive in-home services;
- Psychiatric and medical services;
- Community services;
- Crisis intervention;
- Infant development services;
- Nursing services;
- Services to seriously mentally ill adults;
- Vocational rehabilitation (Voc Rehab);

*FEES: Services are provided on a sliding fee scale based on income. No one is denied services because of inability to pay. There are no fees for Voc Rehab services.*

*Intended for:* Services are available to residents of North Dakota. Eligibility determination for Vocational Rehabilitation services are made without regard to residency requirement.

***For information:* Call the ND Department of Human Services' Human Service Center nearest you.**

HUMAN SERVICE CENTER	ADDRESS	CITY	COUNTIES SERVED	PHONE
Badlands Human Service Center	Pulver Hall	Dickinson, ND 58601	Adams, Billings, Bowman, Dunn, Golden Valley, Hettinger, Slope and Stark	227-7500
Lake Region Human Service Center	Highway 2 West	Devils Lake, ND 58301	Benson, Cavalier, Eddy, Ramsey, Rolette and Towner	665-2200
North Central Human Service Center	5600 Highway 83 South	Minot, ND 58701-7645	Bottineau, Burke, McHenry, Mountrail, Pierce, Renville and Ward	857-8500
Northeast Human Service Center	151 South 4 <sup>th</sup> Street	Grand Forks, ND 58201	Grand Forks, Nelson, Pembina, and Walsh	795-3000
Northwest Human Service Center	316 2 <sup>nd</sup> Avenue W	Williston, ND 58802	Divide, McKenzie and Williams	774-4600
South Central Human Service Center	520 3 <sup>rd</sup> Street NW	Jamestown, ND 58402-2055	Barnes, Dickey, Foster, Griggs, LaMoure, Logan McIntosh, Stutsman and Wells	253-6300
Southeast Human Service Center	2624 9 <sup>th</sup> Avenue SW	Fargo, ND 58103-2350	Cass, Ransom, Richland, Sargent, Steele and Traill	298-4500
West Central Human Service Center	600 South 2 <sup>nd</sup> Street	Bismarck, ND 58504-5731	Burleigh, Emmons, Grant Kidder, McLean, Mercer, Morton, Oliver, Sheridan and Sioux	328-8888

# DIRECTORY

## County Social Service Offices

COUNTY	ADDRESS	CITY	PHONE	TTY
Adams	606 2nd Avenue N.	Hettinger, ND 58639	567-2967	
Barnes	230 4th St NW Rm 105	Valley City, ND 58072-2994	845-8521	
Benson	108 4th Street E	Minnewaukan, ND 58351-0186	473-5302	662-7088
Billings	67 SE 1st Street	Beach, ND 58621-0279	872-4121/4122	
Bottineau	314 5th St. W.	Bottineau, ND 58318	228-3613	
Bowman	104 West 1st	Bowman, ND 58623	523-3285	
Burke	103 Main Street SE	Bowbells, ND 58721	377-2313	377-2318
Burleigh	415 E Rosser Ave Ste 113	Bismarck, ND 58501-4058	222-6622	222-6622
Cass	1010 2nd Avenue South	Fargo, ND 58108-2986	241-5761	239-6784
Cavalier	324 7th Avenue	Langdon, ND 58249	256-2175	256-2311
Dickey	205 15th St N	Ellendale, ND 58436	349-3215	
Divide	300 2nd Avenue N.	Crosby, ND 58730-0009	965-6521	
Dunn	215 Central Street	Killdeer, ND 58640	764-5385	
Eddy	22 9th Street South	New Rockford, ND 58356	947-5314	947-5003
Emmons	100 NW 4th Avenue	Linton, ND 58552	254-4502	
Foster	1000 N. Central Avenue	Carrington, ND 58421	652-2221	
Golden Valley	67 SE 1st Street	Beach, ND 58621-0279	872-4121/4122	
Grand Forks	151 South 4th Street	Grand Forks, ND 58201-4737	787-8535	
Grant	106 2nd Avenue NE	Carson, ND 58529	622-3706	
Griggs	808 Rolling Avenue SW	Cooperstown, ND 58425	797-2127	
Hettinger	309 Millionaire Avenue	Mott, ND 58646	824-3276	824-2820
Kidder	120 East Broadway	Steele, ND 58482	475-2551	475-2551
LaMoure	202 4th Avenue NE	LaMoure, ND 58458	883-4282	
Logan	301 Broadway	Napoleon, ND 58561	754-2283	754-2283
McHenry	407 S. Main	Towner, ND 58788	537-5944	
McIntosh	112 NE 1st Street	Ashley, ND 58413	288-3343	288-3724
McKenzie	201 West 5th	Watford City, ND 58854	842-3661	
McLean	712 5th Avenue	Washburn, ND 58577	462-3235	
Mercer	1030 Arthur Street	Stanton, ND 58571	745-3384	
Morton	200 2nd Avenue NW	Mandan, ND 58554-3124	667-3395	667-3380
Mountrail	18 2nd Avenue SE	Stanley, ND 58784-0039	628-2925	
Nelson	210 West B Avenue	Lakota, ND 58344	247-2945	
Oliver		Center, ND 58530	794-3212	
Pembina	300 Boundary Rd W #3	Cavalier, ND 58220	265-8441	
Pierce	820 South Main Avenue	Rugby, ND 58368	776-5818	776-5818
Ramsey	524 4th Avenue	Devils Lake, ND 58301-0665	662-7050	662-7088
Ransom	205 4th Avenue W.	Lisbon, ND 58054-0628	683-5661	
Renville	217 Main Street East	Mohall, ND 58761-0305	756-6374	756-6386
Richland	413 3rd Avenue N Ofc 6	Wahpeton, ND 58075	642-7751	642-7778
Rolette	212 2nd Avenue NE	Rolla, ND 58367	477-3141	477-8711
Sargent	355 Main Street	Forman, ND 58032-0156	724-6241	724-3302
Sheridan	215 E. 2nd Street	McClusky, ND 58463	363-2281	
Sioux	303 2nd Avenue	Fort Yates, ND 58538	854-3821	
Slope	104 West 1st	Bowman, ND 58623	523-3285	
Stark	664 12th Street West	Dickinson, ND 58601	456-7675	264-7675
Steele	600 S. Washington Ave.	Finley, ND 58230	524-2584	524-2060
Stutsman	116 1st Street E.	Jamestown, ND 58402-0809	252-7172	252-7172
Towner	315 2nd Street	Cando, ND 58324	968-4355	
Trail	West Caledonia Avenue	Hillsboro, ND 58045	436-5220	
Walsh	Chase Building 516 Cooper Ave	Grafton, ND 58237-1399	352-5111	352-4526
Ward	400 22nd Avenue NW	Minot, ND 58702-2209	852-3552	857-0732
Wells	600 North Railway	Fessenden, ND 58438	547-3694	547-3694
Williams	316 2nd Avenue W	Williston, ND 58802	572-4575	

Any person who believes he or she has been discriminated against by reason of race, color, religion, national origin, age, sex, political beliefs, disability, or status with respect to marriage or public assistance, in accordance with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, the Americans with Disabilities Act of 1990, and the North Dakota Human Rights Act of 1983 may file a written complaint within 180 days of the alleged discrimination with the county social service board, the North Dakota Department of Human Services, or the U.S. Department of Health and Human Services Regional Office, 1961 Stout Street, Denver, CO 80294-3538.

**North Dakota Department of Human Services – Medical Services Division**

600 E. Boulevard Ave., Dept. 325, Bismarck, ND 58505-0250

Phone: 701-328-2321 / Toll-free: 1-800-755-2604

TTY: 1-800-366-6888 (Relay Number) 701-328-3480 (Access Number)